

Ali Awada

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Profile

- 11 years of customer service experience and good business exposure having worked in multiple industries,
- 4 years of taxpayers accounts' management experience with track record of performing composite customer tasks,
- Professional working proficiency in Microsoft Office software, Oracle Based, Omega, Squirrel and other ERP systems.
- Excellent time management, communication, influential, interpersonal, oral and written communication skills as well as organizational skills and thorough knowledge of corporate policies and procedures,
- Self-starter of a small business;
- Observe professionalism, discretion, dependability, empathetic, understanding, integrity and trustworthiness with a cooperative attitude with the ability to thrive in a dynamic team environment.

Work Experience

House Of Light, Kuwait

Sales Manager

January 2023 to July 2023

- Leading a team of salesman to help drive revenue.
- Setting a plan with a time frame to achieve goals
- Coordinate with design department to make growth selling on slow moving items
- Put a strategy in order to meet the goals of the company
- Training salespeople to guide clients by giving the right goods
- Promoting an after sales strategy in order to decrease unsatisfied clients
- Identify knowledge gaps within the team and develop plans for filling them

Ministry of Finance, Beirut Lebanon

Taxpayers Accounts' Manager

June 2018 to 2022

Main tasks:

- Analyze and explain certain significant information to taxpayers for purposes of identifying issues and important matters;
- Collecting companies' information for send warnings for late unpaid tables;
- Issuance of clearance and built-up-property tax certificates;
- Examining taxpayers' documents for processing installments / warnings;
- Organize and schedule appointments, plan meetings, take detailed minutes and act as the point of contact for taxpayers with the internal team;
- Write and distribute email, correspondence memos, letters, faxes and forms;
- Assist in the preparation of regularly scheduled reports, reports on accounts' statuses or other special adhoc / agreed upon tasks issued by supervisors;

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- Develop and maintain a filing system on ministry ERP and physical files; and,
- Clearly communicate the progress of monthly/quarterly initiatives to internal management.

Customer Service

Talaco, Beirut Lebanon - Sales executive - August 2015- June 2018

Personal Mobile Shop, Beirut Lebanon - July 2014 to June 2015

The Coffee Bean and Tea Leaf, Beirut Lebanon - Barista Supervisor - January 2013 to June 2014

TSC - Signature (The Sultan Center), Beirut Lebanon – Cashier - January 2012 to December 2012

Duties:

- Sell products by establishing contact and maintaining relationships with clients by providing support, information, and guidance;
- Develop trusted advisor relationships with customer, suppliers and executive sponsors;
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas;
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives;
- Collaborate with team from finance and head office to identify and grow opportunities within territory
- Aiming to achieve monthly or annual targets;
- Maintain quality service by establishing and enforcing organization standards;
- Maintain accurate records;
- Stock and inventory control;
- Order stock and office supplies and initiate internal orders;
- Assist with challenging client requests or issue escalations as required; and,
- Negotiate contracts and packages with customers and suppliers were needed.

Education

2012 - 2015	University of Saidoun Bachelors' in Business Administration Concentration: Management	Beirut, Lebanon
2010 - 2011	Beirut Modern High-school Lebanese Baccalaureate in Life Sciences	Beirut, Lebanon

Trainings and Certifications

- LEAP * arts of customer service
- Develop growth mindset
- Business barriers and solutions through science
- Interpersonal Communication and influencing skills
- Transition to leadership

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Extracurricular activities

Volunteer at “*Collective For Research And Training On Development-Action CRTDA*” – Research and archiving assistant and various organizational trainings and workshops

Languages Fluent in English and Arabic with a basic knowledge of French.
